

County of San Diego, Health and Human Services Agency (HHSA)
CalFresh Program Guide Letter

Electronic Benefit Transfer (EBT) Excessive Card Replacement Warning Letter Process	Number	Page
	612	1 of 2

Issue Date:

5/27/15

Effective Date:

Upon receipt

Purpose:

The purpose of this letter is to provide instructions to staff regarding changes to the current EBT replacement warning letter process.

Background:

Previously, California Department of Social Services (CDSS) issued warning letters to any EBT cardholder who requested one card replacement in a four month period.

Policy Change:

CalWIN will now be responsible for issuing warning letters to any EBT cardholder who requests four card replacements in a 12 month period. If a customer requests a fifth card, and staff believes the customer is trafficking, they will refer the case for investigation.

CalWIN will process a daily "Excessive Card Replacement Warning Letters" file and send the warning letters to the primary EBT cardholder. The warning letter will be issued as soon as the possible, but no later than 30 days after receipt of the daily ECR file. These warning letters will be uploaded into CalWIN, populated with customer data and mailed in batch to the customer.

A copy of each warning letter will be kept in the case file for 3 years.

The first 12 month period will begin January 2014. CalWIN will begin sending out warning letters to EBT cardholders who have requested four cards in the last 12 months. The 12 month look back period will start from January 2014 to December 2014.

Note: Some counties may experience a large amount of warning letters due to the need to provide notice to all cardholders who have requested four replacement cards from January 2014 to December 2014.

If the customer receives a 5th replacement card within a year, this will trigger a file to alert staff that a fraud referral may be necessary due to potential trafficking of EBT benefits. Staff will evaluate each situation to determine if a fraud referral is necessary. If staff suspects that the reason for the excessive card replacement is a lack of understanding about how to use or manage an EBT card, then staff will educate customers on how to manage the EBT card so their benefits will be kept safe and secure. If determined that the customer may be trafficking, then a fraud referral will be made.

County of San Diego, Health and Human Services Agency (HHSA)
CalFresh Program Guide Letter

**Electronic Benefit Transfer (EBT) Excessive Card Replacement
Warning Letter Process**

Number

612

Page

2 of 2

Summary of Changes:

CFPG 63-402

Updated excessive card replacement section

Added Processing Guide # 63-402-01 for internal staff use

Added Definitions and Examples 63-402 for internal staff use

Impacts:

Automation: No impact

Forms and Document Capture: EBT 2260 is in CalWIN

Programs Affected: No impact

Quality Control: Quality Control will cite the appropriate error when the regulations cited in this program material have not been followed.

References:

[ACL No. 14-90](#)

Sunset Date:

This policy will be reviewed for continuance by 5/27/18

Approval for Release:

Handwritten signature in blue ink, appearing to read "Rick Wanne, 5-27-15".

RICK WANNE, Director
Eligibility Operations